

March 9,2004

Comcast provides poor to marginal broadband service and will not (per their end user agreement..located on their website.) show up at a pre scheduled appointment, if by chance you have failed to answer your phone to confirm the appointment..They will leave a message saying "since you are not available you will have to call 744-1490 to schedule another appointment." This is outrageous!! I take off work early, come to my home for the appointment that comcast and I have agreed to and then because I am unavalable to answer my phone, they as a matter of policy, cancel our appointment.(Per tele conversation between myself and Comcast Technical support supervisor Dale Dinner #4255 on March 9,2004 between 3:47 and 3:57pm mountain time. Frank Colvin Tucson AZ.